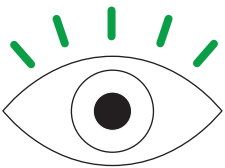


Thank you for helping children at this unique time.

Because of COVID-19 families are under all different types of pressure: your help will really make a difference.

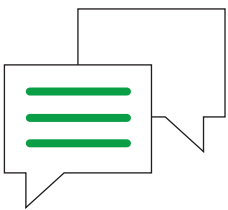
For most children home is a safe place but for some it might not feel safe. These children are particularly vulnerable at the moment as they are not getting the usual day to day support from school, friends and their wider community.

See



If you see a child who you are worried is being neglected or abused trust your instincts and get in touch if you see or hear something that you thought wasn't right.

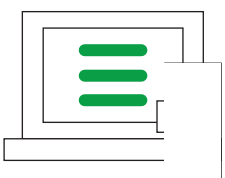
Say



Children expect grownups to notice and to help them if something is wrong. If a child is old enough to talk it's ok to ask them "how are you?". Babies and small children cannot ask for help and it's good to ask yourself how they might feel? and think about what is going on around them? You might say to the family that you are worried because of something you noticed, that you can see that things are hard right now, and that support for families is carrying on.

If for any reason you don't feel that you can talk with the child or the family but you feel worried you should still let The Bridge know. It is everyone's responsibility to keep children safe especially right now. Families may need extra support at this time and The Bridge can work out what help a family might need and how they can get help at this time. If the family is known to a social worker your concerns will be relayed to them. If the family are known to an early help practitioner the Bridge will help you get in touch with them or the team for advice.

Do



Call The Bridge **0161 603 4500** (8.30am-4.30pm). Outside these hours call **0161 794 8888** or go to www.salford.gov.uk/worriedaboutachild
In an emergency call **999**.

Hearing children's views and considering their experiences:

Introduce yourself and explain that you are there to help keep the young person and their family safe.

- Show that you are interested about my safety and wellbeing
- Be curious and take my lead
- Always explore and ask whether I feel safe

If you feel worried or concerned about me, always say something, even if you are unsure

- Explain why you are worried about me
- Be clear and descriptive – what did you see or notice that made you concerned?
- Let me know that I can talk to you
- Support me to understand what would happen if I talked to you
- Support me to know that you understand why it can be hard to talk and why I may be worried about talking

If I talk to you:

- Give me time and space to get everything out (but don't make me say more than I feel able to)
- Help me to express myself in non-verbal ways
- Acknowledge what I have told you
- Validate my feelings and show empathy
- Let me know that you think it was good that I talked to you
- Check in to make sure you have understand what I've told you
- Be curious about me as a whole person with interests, ambitions and opinions – don't just see me as a 'concern'

If I don't talk to you:

- Remember that this conversation may encourage me to talk to someone in the future.
- Acknowledge that you understand how difficult it can be to talk and that it can take time to feel ready to do so

Support me to understand:

- That I can talk to someone when I feel ready
 - Who I could talk to and how
 - Give me contact details - for your service, The Bridge, helpline numbers
- "You don't need to have all the answers"
- Ask me what help or support I think I need

Infants, children and young people signal feelings through behaviour as well as verbal communication.

'Listening' = observation + thinking (not just what is said). Be alert to:

- Cues and signals – what are they showing you?
- Verbal / non-verbal – what are they telling you?
- Behaviour – what does this communicate?

Put yourself in the child's 'shoes' – Have 'A Mentalizing stance' - where we think about how people are thinking and feeling using:

Attention and curiosity / Perspective taking / Providing empathy and validation

For young children who don't talk yet or non-verbal children describe what 'state' they are in i.e. awake/asleep/crying/quiet – Is this what you would expect in the context of what's going on around them?

What you see? And the interaction with parent / carer?

If I don't talk to you:

W Where is carer in relation to child?
What is the child doing?

A Is the carer Available – Attentive?

R Responds to child's signals and needs?

M Mood of child/carers?

For more information please visit
safeguardingchildren.salford.gov.uk

With Thanks to MeFirst at Great Ormond Street
www.mefirst.org.uk/safeguarding-model/